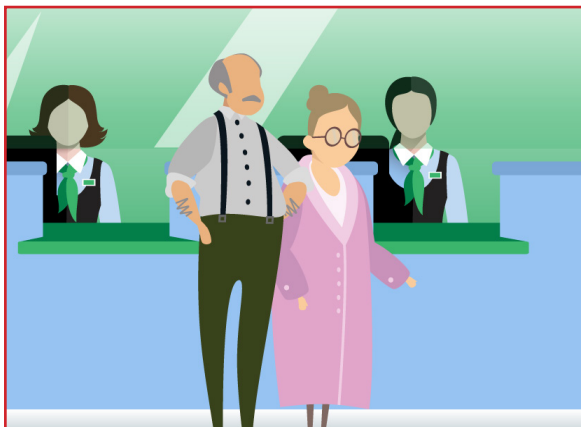


UNIT 19: AT THE BANK



ELENE

SITUATED ENGLISH **STUDY & LEARN**

2021-1-PL01-KA220-ADU-000033465



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SECTION A

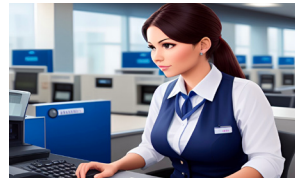
KEY VOCABULARY



Alarm



Receipt



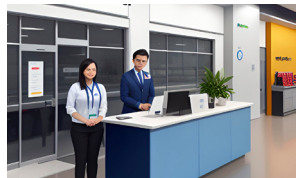
Bank teller



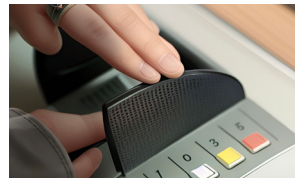
Safe



Wallet-Purse



Customer representative



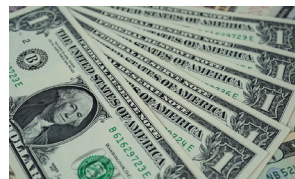
PIN number



Traveler's cheque



Pounds



Dollars



Security guard



Cash machine



Cashier



Bank



Credit card-Bank card



ID card-Passport



ATM



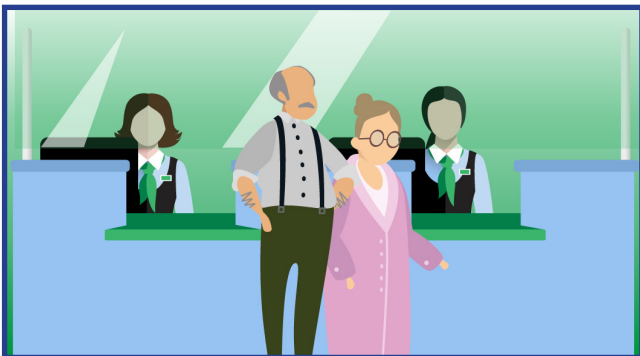
Bank manager



Euros

SECTION B

What you might hear and see



- Can I help you, please?
- Do you have an account with us?
- Can I see your ID, please?
- 10 Euros will be charged as a transaction fee.
- Could you sign and date the cheque, please?
- There are no bank charges.



- Insert your card
- Enter your PIN
- Incorrect PIN
- Enter
- Correct
- Cancel
- Withdraw cash
- Other amount
- Please wait, your cash is being counted.
- Insufficient funds
- Balance
- Printed



SECTION C

What you might need to SAY or ASK in this place

<i>Greetings</i>	Hello Good morning Good afternoon
<i>Thanking</i>	Thank you Thanks a lot
<i>Questions and statements at the bank</i>	I want to make a withdrawal. I would like to make a deposit. I've forgotten the PIN number for my card. I've lost my bank card. I'd like to open an account. I'd like to exchange some money. What's the exchange rate for euros?
<i>Leave-taking expressions</i>	Have a good day. Have a nice day. Thank you for your help. Good bye

SECTION D

Basic Dialogues at the Bank

Opening a bank account



- Bank teller:** Good morning. How can I help you?
Customer: Good morning. Can I please open a bank account?
Bank teller: Of course, please fill in these forms and show me some identification, such as your passport or driver's license.
Customer: Okay, here is my passport.
Bank teller: Thank you. Could you also sign the form, please? It will just take a few minutes for me to process the information.
Customer: Okay, anything else?
Bank teller: There you are, everything is set-up.
Customer: Thank you. Have a nice day.

Depositing money



- Bank teller:** What can I do for you today?
Customer: I would like to deposit some money.
Bank teller: Are you depositing cash or a check?
Customer: Cash, please.
Bank teller: How much are you depositing?
Customer: I want to deposit 300 euros.
Bank teller: What account do you want your money in?
Customer: I want to deposit it into my checking account.
Bank teller: Do you need anything else?
Customer: No, thank you.

Transferring money

- Bank teller:** May I help you with something?
Customer: I would like to transfer some money.
Bank teller: Where would you like to transfer the money from?
Customer: Take it from my savings account, please.
Bank teller: Where would you like the money transferred to?
Customer: I want it transferred into my checking account.
Bank teller: How much would you like to transfer?
Customer: 750 euros.
Bank teller: Will that be all today?
Customer: That's it for today. Thank you.

SECTION D

Basic Dialogues at the Bank

Withdrawing money



Cashier: How are you doing today?

Customer: Great, thank you.

Cashier: What can I do for you?

Customer: I need to withdraw some money.

Cashier: How much would you like to take out?

Customer: I want to withdraw \$300.

Cashier: Which account would you like to take the money from?

Customer: I want to take it from my checking account.

Cashier: All right, here is your \$300. Is there anything else that I can do for you today?

Customer: No, that'll be all. Thank you very much.

Problem with an ATM



Bank teller: Good morning. How can I help?

Customer: I want to withdraw money from the ATM outside but it doesn't accept my PIN.

Bank teller: I'm really sorry, but the machine is out of order. How much money would you like to withdraw?

Customer: I'd like seventy euros please.

Bank teller: Okay. Can I have your bank account details and some identification, please?

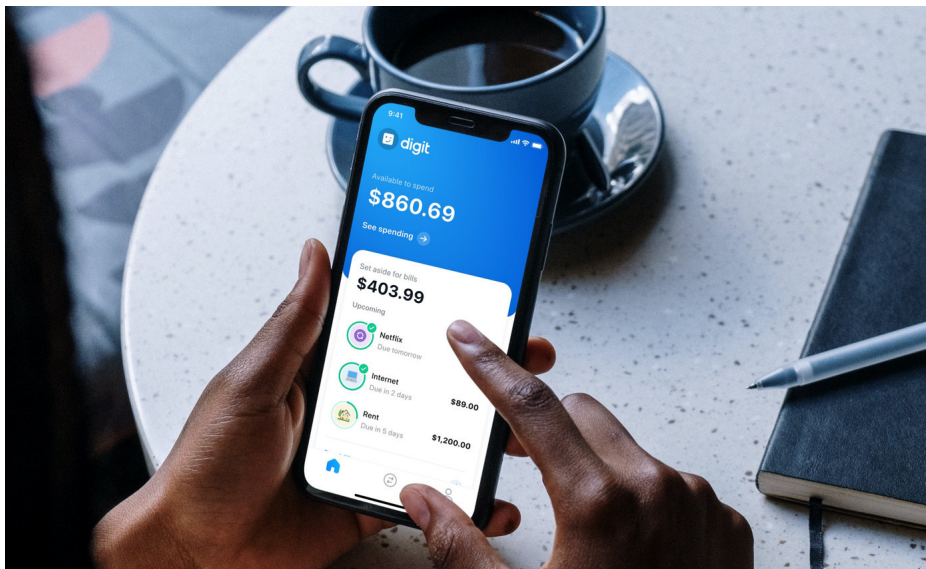
Customer: Here's my ATM card and passport.

Bank teller: Thank you, here is your money. Sorry for the

SECTION D

Basic Dialogues at the Bank

Checking the balance in your bank account



Customer: I'd like to check the current balance on my account, please.

Cashier: Certainly. May I see your passport, please?

Customer: Here you are.

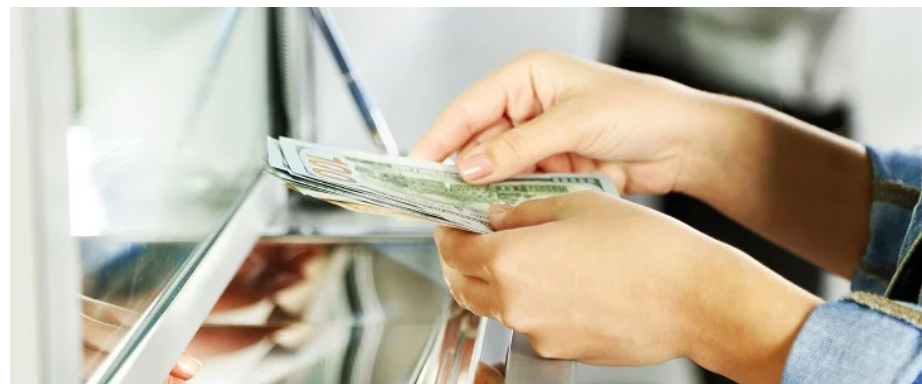
Cashier: Just a minute, please. It's 635 pounds.

Customer: Okay, I'd like to withdraw 100 pounds please.

Cashier: Certainly, madam. Please sign here. And here is your receipt. Anything else I can do for you?

Customer: No, that's everything. Thank you.

Exchanging money



Cashier: Hello. How may I help you?

Customer: I'd like to exchange some US dollars into euros, please.

Could you tell me the current exchange rate?
Cashier: The current rate is 1.20 euro to the dollar.

Customer: Fine. Do you charge any commission?

Cashier: No, we don't. How much would you like to change?

Customer: 300 euros.

Cashier: May I see your passport, please?

Customer: Here is my passport

Cashier: How would you like your bills?

Customer: In fifties, please.

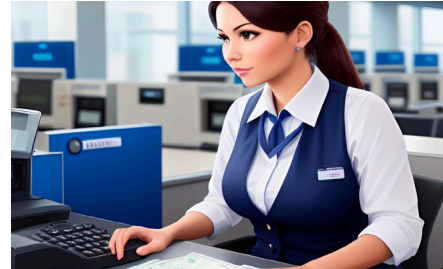
Cashier: Here you are, ma'am. That's 250 euros. Would you like a receipt?

Customer: Yes, please. Goodbye.

FINAL STEP

Exercises

Write down the words used for the pictures below.



.....

.....

.....

.....

Fill in the Dialogue below.

Cashier:

Okay, how much would you like to exchange?

Cashier:

Can I see your passport, please?

Cashier:

Put a tick next to the statements you say or hear at the bank.

- Here is my prescription.
- Would you like a receipt?
- A cup of coffee with soy milk, please.
- Where are the changing rooms?
- I'd like to exchange some money please.
- I want a return ticket.
- Your cash is being counted.
- How much money would you like to withdraw?

FINAL STEP

Exercises

Dialogue at the bank: Elene and Erasmus are at the bank.



Read the dialogue below and fill in the blanks with the most appropriate option.

- a) I'd like to deposit this cheque into my account.
- b) Please sign here.
- c) It will close in 30 minutes.
- d) Here is my passport and ATM card.
- e) Which bank do you want to go to?
- f) Thanks for your help.

Elene: I need to go to the bank.

Erasmus: Okay, ?

Elene: HSBC. Its branch is just over there on the left.

Erasmus: Well, I think we should hurry up as
.....

Elene: Okay, let's hurry then.

Erasmus: Here we are.

Bank teller: Next please.

Elene: Good afternoon,

Bank teller: Good afternoon. Can I please have your account details and some identification?

Elene: Yes, It has the account number on it.

Bank teller: Okay, thank you. It will just take a few minutes.

Elene: Alright, no problem. Should I sign anything?

Bank teller: Yes..... Here is your passport and card. The money should be in your account in two working days. Is there anything else I can do for you?

Elene: No, that's all.
Goodbye.

Bank teller: It's my pleasure. Have a nice day.

VIDEOS

External Video Links

- <https://www.youtube.com/watch?v=xqPriJ86MSQ&t=44s>
- <https://www.youtube.com/watch?v=eBBDAjbZthA>
- <https://www.youtube.com/watch?v=NSnY66T-76w>

